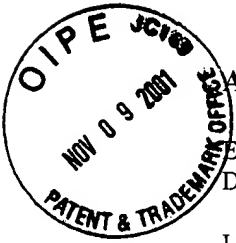


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Attorney Docket No. FINL-002/00US

PATENT

Express Mail Label Number: EL 821812222 US

Date of Deposit: November 8, 2001

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Date: November 8, 2001

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No.: 09/944,836

Examiner:

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Confirmation No.:

Art Unit: 2185

Technology Center 2100

Filed: 08/31/01

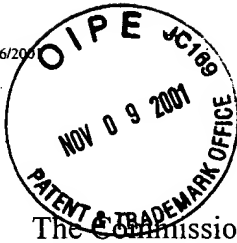
For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Commissioner for Patents
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT TRANSMITTAL

Enclosed is an Information Disclosure Statement and accompanying Form PTO/SB/08 for the above-identified patent application.

- ☒ In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- ☐ In accordance with 37 C.F.R. §1.97(c), also enclosed is:
- ☐ the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
- ☐ a statement as specified in 37 C.F.R. §1.97(e).
- ☐ In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. §1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- ☐ Check No. ___ in the amount of \$___ for the total fee is attached.
- ☐ Please charge \$___ to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.



Attorney Docket No. FINL-002/00US
Serial No. 09/944,836
Page 2

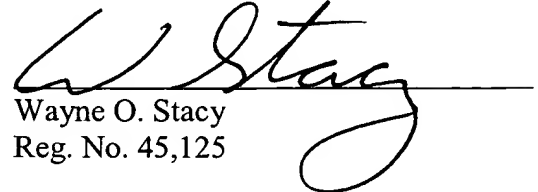
The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: November 8, 2001

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
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11951 Freedom Drive
Reston, VA 20190-5601
Tel: (720) 566-4125
Fax: (720) 566-4099

Respectfully submitted,
COOLEY GODWARD LLP

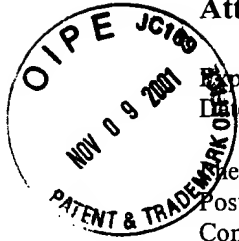
By:


Wayne O. Stacy
Reg. No. 45,125

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Date: November 8, 2001

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No.: 09/944,836

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Confirmation No.:

Art Unit: 2185

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Filed: 08/31/01

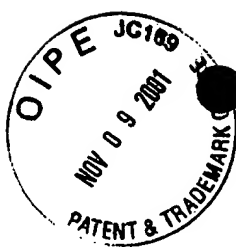
For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Commissioner for Patents
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97(b)

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56,
Applicant(s) hereby submits the following information in conformance with 37 C.F.R.
§§1.97 and 1.98.

- ☒ Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- ☐ No copies of the publications listed on the attached Form PTO/SB/08 are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. ___ to which the above-identified application claims priority under 35 U.S.C. §120.
- ☐ Publication(s) ___ listed on the attached Form PTO/SB/08 were cited in a foreign search or examination report corresponding to ___ application serial no. ___ and mailed on ___.



- ☐ Enclosed is a copy of a non-English publication(s) _____. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- ☐ Enclosed is a copy of a non-English publication(s) _____. English language publication ____ (copy enclosed) claims priority from this non-English publication.
- ☐ Enclosed is an explanation of non-English publication(s) ____ for which an English translation is not available.
- ☐ Enclosed is an English translation of non-English publication(s) ____ cited in the attached Form PTO/SB/08.
- ☐ Enclosed is a copy of pending patent Application Serial No. _____.

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This Information Disclosure Statement is filed within any one of the following time periods:

- ☒ within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- ☐ within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- ☐ before the mailing date of a first office action on the merits; or
- ☐ before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

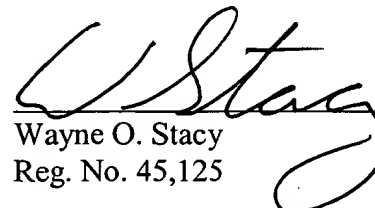
It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08 to the undersigned.

Dated: November 8, 2001

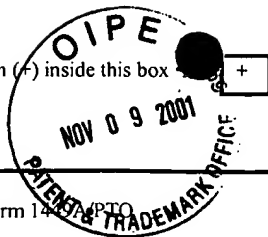
COOLEY GODWARD LLP
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Respectfully submitted,
 COOLEY GODWARD LLP

By:


 Wayne O. Stacy
 Reg. No. 45,125

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PTO/SB/08A (08-00)

Substitute for form 1449 (PTO) INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				Complete if Known	
				Application Number	09/944,836
				Filing Date	08/31/01
				First Named Inventor	Burgin et al.
				Group Art Unit	2185
				Examiner Name	
Sheet	1	of	5	Attorney Docket Number	FINL-002/00US

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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
		Des. 276,626		Lockwood	12/4/84
		Des. 286,956		Lockwood	12/2/86
		Re. 32,115		Lockwood et al.	4/15/86
		3,829,088		Pahlas	8/13/74
		4,451,985		Pullman	6/5/84
		4,567,359		Lockwood	1/28/86
		4,793,810		Beasley, Jr.	12/27/88
		5,002,491		Abrahamson et al.	3/26/91
		5,059,127		Lewis et al.	10/22/91
		5,204,813		Samph et al.	4/20/93
		5,208,869		Holt	5/4/93
		5,211,563		Haga et al.	5/18/93
		5,251,268		Colley et al.	10/5/93
		5,261,823		Kurokawa	11/16/93
		5,267,865		Lee et al.	12/7/93
		5,294,229		Hartzell et al.	3/15/94
		5,302,132		Corder	4/12/94
		5,309,355		Lockwood	5/3/94

LISTING CONTINUED ON ATTACHMENT

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Office ³	Number ⁴	Kind Code ⁵ (if known)		
		EP	0 496 492 A1		Tomitsuka et al. / Sony Corporation	1/7/92
		EP	0 496 492 B1		Tomitsuka et al. / Sony Corporation	1/7/92
		WO	97/44767		Cook et al. / Agent Based Curricula, Inc.	11/27/97
		WO	98/32107		Padwa / Agent Based Curricula, Inc.	7/23/98

Examiner Signature	Date Considered
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

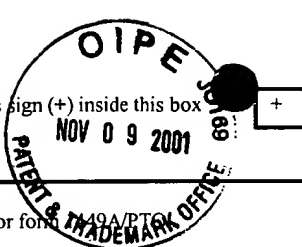
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

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RTO/SB/08A (08-00)

Substitute for form 149A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		<i>Complete if Known</i>			
		Application Number	09/944,836		
		Filing Date	08/31/01		
		First Named Inventor	Burgin et al.		
		Group Art Unit	2185		
		Examiner Name			
Sheet	2	of	5	Attorney Docket Number	FINL-002/00US

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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		A+dvantage – Worldware, 1995, Jostens Learning Brochure	
		Applied Physics, 1995, EduStar America Inc. Brochure	
		Aqua Venture, 1995, EduStar America Inc. Brochure	
		Barron, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 75-92	
		Basic Electronics, 1995, DEGEM SYSTEMS Brochure	
		BEST, 1995, DEGEM SYSTEMS Brochure	
		Brader, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 45-60	
		Burke, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 123-141	
		Carbonell, 1970, IEEE Transactions on Man-Machine Systems 11:190-203	
		Cook, 1989, A Briefing for Buyers (Asymtote Inc., Boston)	
LISTING CONTINUED ON ATTACHMENT			

Examiner Signature	Date Considered
--------------------	-----------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Sheet 3 of 5

Complete if Known

Application Number 09/944,836
Filing Date 08/31/01
First Named Inventor Burgin et al.
Group Art Unit 2185
Examiner Name
Attorney Docket Number FINL-002/00US

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U.S. PATENT DOCUMENTS (Cont'd)

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		Number	Kind Code ² (if known)		
		5,310,349		Daniels et al.	5/10/94
		5,337,141		Egli et al.	8/9/94
		5,397,865		Park	3/14/95
		5,441,415		Lee et al.	8/15/95
		5,444,774		Friedes	8/22/95
		5,458,494		Krohn et al.	10/17/95
		5,513,991		Reynolds et al.	5/7/96
		5,513,994		Kershaw et al.	5/7/96
		5,576,951		Lockwood	11/19/96
		5,594,791		Szlam et al.	1/14/97
		5,636,036		Ashbey	6/3/97
		5,708,798		Lynch et al.	1/13/98
		5,710,887		Chelliah et al.	1/20/98
		5,721,845		James et al.	2/24/98
		5,727,950		Cook et al.	3/17/98
		5,743,746		Ho et al.	4/28/98
		5,745,765		Paseman	4/28/98
		5,788,504		Rice et al.	8/4/98
		5,788,508		Lee et al.	8/4/98
		5,825,651		Gupta et al.	10/20/98
		5,827,070		Kershaw et al.	10/27/98
		5,844,554		Geller et al.	12/1/98
		5,904,485		Siefert	5/18/99
		5,907,706		Brodsky et al.	5/25/99
		5,909,589		Parker et al.	6/1/99
		5,918,217		Maggioncalda et al.	6/29/99
		5,920,848		Schutzer et al.	7/6/99
		5,947,747		Walker et al.	9/7/99
		5,963,953		Cram et al.	10/5/99
		5,974,446		Sonnenreich et al.	10/26/99
		5,978,648		George et al.	11/2/99
		6,002,854		Lynch et al.	12/14/99
		6,012,051		Sammon, Jr. et al.	1/4/00
		6,032,129		Greef et al.	2/29/00
		6,035,283		Rofrano	3/7/00
		6,070,142		McDonough et al.	5/30/00
		6,091,930		Mortimer et al.	7/18/00

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

Substitute for form 1449A/PTO

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Sheet 4 of 5

Application Number 09/944,836
 Filing Date 08/31/01
 First Named Inventor Burgin et al.
 Group Art Unit 2185
 Examiner Name
 Attorney Docket Number FINL-002/00US

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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS (Cont'd)

Examiner Initials*	Cite No. ⁱ	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁱⁱ
		Educating Jessica's Generation, 1995, Jostens Learning Brochure	
		EduStar Mathematics, 1995, Innovative Technologies in Education Brochure	
		Fall, III, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 143-164	
		Guttman <i>et al.</i> , 1998, "Agent-mediated electronic commerce: a survey," <u>The Knowledge Engineering Review</u> 13(2):147-159	
		Hello Blue Planet, 1995, EduStar America Inc. Brochure	
		Hibbard, Justin, (April 12, 1999), Assembly Online: The Web is changing mass production into mass customization, Information Week Online: News and Reviews (Online) Available Web Site: www.informationweek.com/729/build.htm ; Accessed on: October 30, 2001	
		Home Reach, 1995, Computer Curriculum Corporation Brochure	
		Keller, 1968, j. Applied Behavior Analysis 1:79-89	
		Kimball, 1995, Educational Leadership 53:54-56	
		Kulik et al., 1983, J. Educational Psychology 75:19-26	
		Kulik et al., 1986, J. Educational Computing Research 2:235-252	
		Lamb, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 24-44	
		Learning First – New Edition, 1995, Jostens Learning Brochure	
		Lesser, 1995, ACM Computing Surveys 27:340-342	

Substitute for form 1449A PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Complete if Known

Application Number	09/944,836
Filing Date	08/31/01
First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	
Attorney Docket Number	FINL-002/00US

Sheet 5 of 5

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Examiner Initials*	Cite No. ⁱⁱⁱ	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ^{iv}
		Lindsley, 1990, Teaching Exceptional Children 22:353-359	
		Maes, 1994, Communications of the ACM 37:31-40	
		Meet Lightspan, 1996, Lightspan Brochure	
		O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78	
		Osin, 1984, Proc. 4 th Jerusalem Conf. on Information Technology, pp. 418-424	
		Pasik, Alexander J. (September 24, 1998), The Software Investor, <i>The Configuration Invasion</i>	
		Peha, 1995, Educational Leadership 53:18-25	
		Plato Learning System, 1995, TRO Learning, Inc. Brochure	
		SageTalk: <i>Designing a Tool for Designing Successful Web-based Social Agents</i> (Paper ID 254); Conference '00, Month 1-2, 2000	
		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260	
		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001	
		Venezky and Osin, 1991, The Intelligent Design of Computer-Assisted Instruction (Longman, New York) chapters 3 and 7-13	
		Writing Expedition, 1994, Ideal Learning Brochure	

ⁱ Unique citation designation number.

ⁱⁱ Applicant is to place a check mark here if English language Translation attached.

ⁱⁱⁱ Unique citation designation number.

^{iv} Applicant is to place a check mark here if English language Translation attached.